

INITIAL KSAPC LISTING

CLASSIFICATION: STAFF SERVICES MANAGER I

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
<i>Knowledge of:</i>	
K1.	General knowledge of the principles, practices, and techniques of public and business administration including management and supportive staff services (e.g. budget, personnel, management analysis, planning, program evaluation, etc.) or related areas to provide appropriate leadership and management in the unit.
K2.	General knowledge of supervisory principles, practices and techniques to plan, oversee, and direct the work activities of employees.
K3.	General knowledge of training methods and techniques to develop and provide training programs and presentations to staff.
K4.	General knowledge of program management to effectively run a program on a day-to-day basis and plan for the future.
K5.	General knowledge of the formal and informal aspects of the legislative process in order to analyze a bill or legislation affecting the Department and the impact on the Department's programs (e.g., bill analysis, legislative proposal, legislative reports, budget process, etc.).
K6.	General knowledge of the purpose, mission, and goals of the Department to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit/division.
K7.	Advanced knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship.
K8.	General knowledge of a manager's role in the Equal Employment Opportunity (EEO) and Sexual Harassment Program regarding regulations, processes, and objectives to promote the department's policies and goals in making hiring decisions and to provide a discrimination and harassment free work environment.
K9.	General knowledge of the Budget Change Proposal (BCP) process to request a change to the level of service or funding sources for activities authorized by the Legislature, or to propose new program activities not currently authorized.
K10.	General knowledge of the contracting and procurement process to enter into contracts for products or services from other State agencies or collaborative business organizations.
K11.	General knowledge of data analysis methods and techniques to draw appropriate conclusions and make decisions when reviewing work assignments and projects.
K12.	General knowledge of conflict resolution techniques to address and resolve conflicts and issues that may arise in the work environment.
K13.	General knowledge of the basic operation of personal computers in order to develop documents and communicate via e-mail.

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Ability to:	
1.	Ability to reason logically, creatively and use a variety of analytical techniques and resources to complete work assignments and resolve complex governmental and managerial problems in accordance with departmental goals and objectives.
2.	Ability to develop and evaluate alternatives to solve complex problems/issues/concerns.
3.	Ability to thoroughly analyze data and situations accurately in order to determine, recommend and implement effective and appropriate courses of action.
4.	Ability to consult and advise administrators or other interested parties to provide information and/or recommendations on issues impacting the Department.
5.	Ability to establish and maintain effective and cooperative relationships with employees, the public and collaborative business organizations to meet the Department's goals and objectives.
6.	Ability to review, edit and evaluate written documents to produce quality products.
7.	Ability to effectively utilize interdisciplinary teams to accomplish the Department's mission and goals.
8.	Ability to manage the work activities of a complex program to meet operational goals of the unit/division.
9.	Ability to establish and maintain project priorities in order to complete projects and assignments on time and within budget.
10.	Ability to effectively contribute to the Department's Equal Employment Opportunity objectives in order to create and maintain a discrimination and harassment free work environment.
11.	Ability to present ideas and information effectively to various entities (e.g., employees, the public, management, etc.) in order to communicate and meet operational needs.
12.	Ability to communicate effectively in order to exchange information and/or provide direction to staff and others.
13.	Ability to operate a personal computer in order to perform daily managerial duties (e.g., reports, tracking systems, presentation/training materials, etc).

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KSAPC STATEMENTS	
<i>Personal Characteristics:</i>	
PC1.	Demonstrated ability to act independently, open-mindedness, flexibility and tact.
PC2.	Demonstrated strong leadership skills.